

Lessons Learned from a Street Medicine Vaccination Pilot

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Agenda

- ▶ Street Medicine Overview
- ▶ The People's First Aid Kit
- ▶ Field Vaccination Pilot
- ▶ Next Steps

Street Medicine Overview

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Coley M. King, DO

Director of Homeless Services,
Venice Family Clinic



Trained in family medicine

Specialized in homeless and street medicine for the last
12 years

Values of the old-fashioned family doc (the house call)

Helped develop model to deliver care on the street

Mentors and influences: Dr. Terri Brehove, Dr. Jim Withers,
Dr. Jim O'Connell

Why focus on people experiencing homelessness?



High Mortality Rate:

- US Life Expectancy: 78
- Diabetes: 70
- Chronic homelessness: 48

Tri-morbidity

- Addiction, mental illness, major medical illness
- Plus trauma

Expensive

- [Camden Coalition "hot spotter" study](#) showed 1% of patients account for 1/3 of medical costs
- Estimated annual cost per homeless person on the street: **\$30,000 - \$50,000**
 - In supportive housing: [about half](#)

Disproportionate Barriers

- [Real barriers](#): transportation, cost, etc.
- [Perceived barriers](#): cost, negative experiences, etc.

Overview of Homeless Program



- Began in the mid-80s
- Trauma-informed care
 - And medically trauma informed care
- Showers, clothing, food, and transportation vouchers

Locations Served

- Clinic
- Shelter
- Satellite
- Street (Multidisciplinary)
- NEW: Roomkey Hotels and Rec Centers

Primary
Care

Mental Health

Substance
Abuse
Treatment

Health
Insurance
Enrollment

Case
Management

Providing
food security

Dental

HIV/Hepatitis
C Program

What is Street Medicine?



The Backpack

- diagnostics, bandages, acute care medicines, technology
- “Vital signs are Vital”

Deliver care to patients where they live

Earn their trust

Access to quality primary care – either in clinic or a virtual medical home

Get them **housed**.

Caring



- Attention
- Warmth
- Confidence
- Thoughtful silence

Recent study

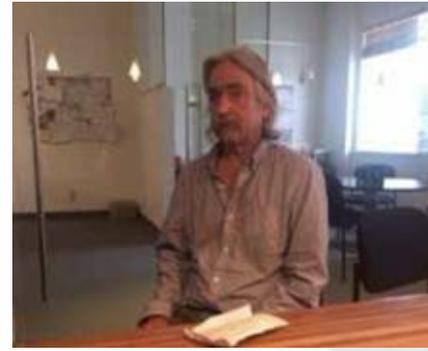
- COMT enzyme – real physiological benefit of caring for patients (Lancet 2010)

Kapchuk (NYT 2018) :

“ [T]he placebo effect is a biological response to an act of **caring**; that somehow the encounter itself calls forth healing and that the more intense and focused it is, the more healing it evokes.”

Non-Verbal
Communication

Long-Term Engagement



- 1 second to 18 months
- GEJ's Story
 - Isaiah Outreach – 2012
 - Amanda – 2012
 - IMHT – 2013
 - Antipsychotics – M&Ms
 - LAIs
 - Fixing his eyes
 - Shelter – 2013-2014
 - Housing May 2019
 - Long term team-based approach

Responding to Needs



- Cut toenails
- One patient at a time
- “you are really just a little fellow, in a wide, wide world after all” Gandalf

MAT in Street Medicine



Long
acting
injectable
anti-
psychotics



Homelessness in Venice

- 1,685 people experiencing homelessness in Venice¹
- 63% of unsheltered living on street, in tents, or in makeshift shelters
 - Remainder in cars, vans, RVs
 - 16 in Emergency Shelters
- Venice is within LA City
- Approximately 40,000 Venice residents²



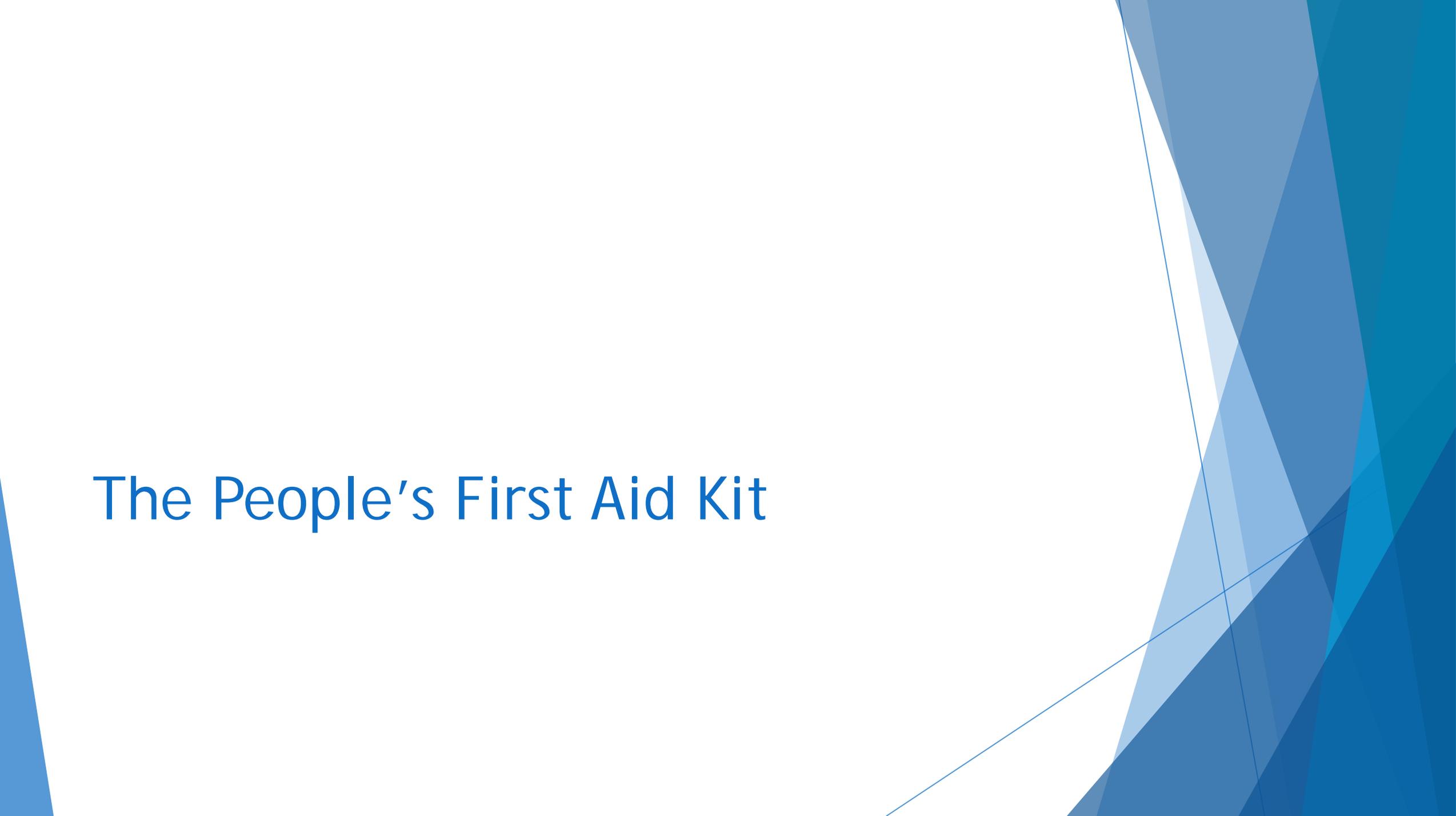
1. 2020 Homeless Count by City/Community, Los Angeles Homeless Services Authority Point In Time Homeless Count, 2020.
2. 2008 LA Department of City Planning Estimates

Issues

- Lack of toilets and showers
- Street cleaning processes
 - Harassment
 - Destruction of belongings
 - Scatter people, making it hard for outreach teams to reach them
 - Cleanings unannounced
- Contentious relations between housed and unhoused



The People's First Aid Kit

The background of the slide is white with abstract blue geometric shapes on the right side. These shapes include overlapping triangles and polygons in various shades of blue, from light sky blue to deep navy blue. The shapes are layered, creating a sense of depth and movement.

Coalition Goals

- ▶ Overall: To work collaboratively to develop solutions to sanitation issues to promote public health, enhance access to health services, and reduce harassment of people experiencing homelessness.
- ▶ 5 Strategies:
 - ▶ Expand Toilet, Shower, Storage Options
 - ▶ Sanitation Practices and Systems Change
 - ▶ **Vaccinations**
 - ▶ Addiction Services
 - ▶ Housed/Unhoused Relationships

People's First Aid Kit - Year One

- ▶ **January 2019:** Group process to identify issues and potential solutions.
- ▶ **March 2019:** Workgroups prioritized focus areas
- ▶ **April 2019:** Identified main recommendations for each topic
- ▶ **June 2019:** Reviewed Preliminary Community Recommendations
- ▶ **August 2019:** Group brainstorming for Vaccination Pilot evaluation, how to approach community meetings
- ▶ **November 2019:** Vaccination Pilot, new CARE and CARE+ protocols for LA Sanitation



Assets

- ▶ Strong network of community-based organizations
- ▶ Street medicine team through Venice Family Clinic
- ▶ Participation from people experiencing homelessness
- ▶ Local substance use treatment providers
- ▶ LA County Measure H/LAHSA



Accomplishments



- ▶ Additional toilets and showers
- ▶ Vaccination pilot
- ▶ Group met regularly (about every 6-8 weeks)
- ▶ Improved low-barrier Narcan access
- ▶ Input from those with lived experience has been crucial
- ▶ Collaboration between agencies
- ▶ Networking
- ▶ Nice to see something positive happening in Venice

Lessons Learned

- ▶ Community group should be face of coalition, not DPH
- ▶ Include people who are experiencing homelessness
- ▶ Having multiple community partners involved is key to success
 - ▶ Many staff from one agency
 - ▶ For example, Venice Family Clinic: Needle Exchange, Addiction Services, Street Medicine, Health Insurance and Policy, etc.

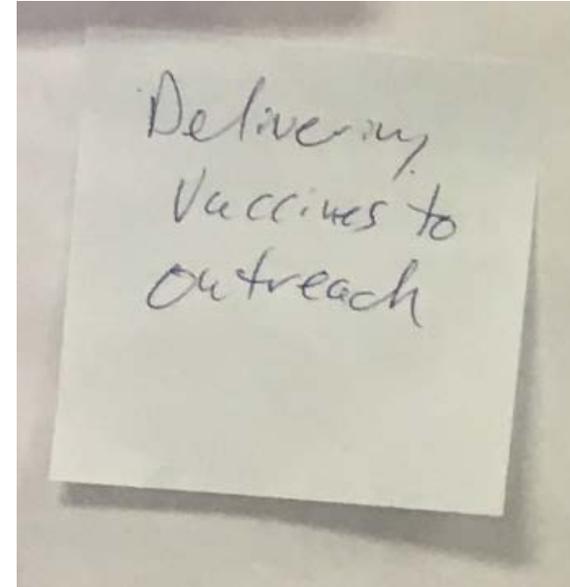
Coalition Partners

- ▶ Persons Experiencing Homelessness
- ▶ Housed Venice Residents
- ▶ Catholic Charities
- ▶ Clare Matrix
- ▶ Department of Health Services - Housing for Health
- ▶ Department of Mental Health
- ▶ Didi Hirsch Mental Health Center
- ▶ Department of Public Health
- ▶ LA City Council District 11
- ▶ Los Angeles Homeless Services Authority
- ▶ Safe Place for Youth (SPY)
- ▶ St. Joseph Center
- ▶ Venice Community Housing
- ▶ Venice Family Clinic

Field Vaccination Pilot

Goals

- ▶ Offer vaccines near homeless encampments
 - ▶ Reduce barriers to preventive care
- ▶ Build comfort level of DPH nurses in the field



Structure

- ▶ Once a month
- ▶ Two Street Outreach Teams
- ▶ VFC Street Medicine Team
- ▶ DPH Staff: Public Health Nurses, Community Health Workers, Public Health Investigators, Health Program Analyst
- ▶ Additional services over time
- ▶ Vary vaccinations offered

Collaborating Agencies

- ▶ LA County Department of Public Health
- ▶ Venice Family Clinic
 - ▶ Street Medicine
 - ▶ Insurance Enrollment
 - ▶ Needle Exchange/Harm Reduction
- ▶ Clare Matrix
- ▶ St. Joseph Center Outreach Team
- ▶ LAHSA Outreach Team

Evaluation

1. Quality Improvement Project
 - ▶ Assess each outreach and adjust as needed
2. Rapid Assessment Survey
 - ▶ Understand characteristics of those who got vaccinations and those who declined

First Outreach - Wednesday September 25, 2019

Location: Third and Rose



Vaccine Outreach by the Numbers

September 25

Received Vaccination

7 individuals vaccinated

10 doses administered

5 Pneumonia

5 Hepatitis A

5 responded to survey (71%
response rate)

Declined Vaccination

14 declined vaccination

11 responded to survey (79%
response rate)

Plus/Delta Chart for Vaccine Outreach September 25

+	Δ
10 doses administered (7 individuals)	White lab coats could be intimidating
Nurses could look up immunization history in CAIR	Add health insurance screening
Shelter placement	Commuting traffic was difficult, start later
Referral/transit to Emergency Room	Offer food
Next day appt at VFC	Make sure we're using simple health terms "pneumonia" instead of "pneumococcal;" "flu" instead of "influenza"
Third and Rose - easy to set up, no approval needed	Not much foot traffic at Third and Rose, try Boardwalk
Many staff present allowed us to meet various needs (ER transport, shelter transport)	Large number of staff may have been intimidating
	Create sign for canopy with which vaccinations we're offering

Second Outreach - Wednesday October 30, 2019

Location: 1 Rose Ave Parking Lot/Boardwalk



Vaccine Outreach by the Number

October 30

Received Vaccination

14 individuals vaccinated

24 doses administered

10 Pneumonia and Flu

3 Pneumonia Only

1 Flu Only

9 responded to survey (64%
response rate)

Declined Vaccination

Many declined vaccination

5 responded to survey

- "I don't like flu shot"
- Bad experience in the past
- Concerned about possible side effects
- "I don't trust the flu shot but I trust other vaccinations."
- Doesn't trust vaccinations, doesn't want to get sick

Changes made for October 30 Outreach

Δ from September 25

White lab coats could be intimidating



Add health insurance screening



Traffic was difficult, start later



Offer food



Make sure we're using simple health terms "pneumonia" instead of "pneumococcal;" "flu" instead of "influenza"



Not much foot traffic at Third and Rose, try Boardwalk



Large number of staff may have been intimidating



Create sign for canopy with which vaccinations we're offering



Implemented for October 30

No lab coats

Added health insurance screening

Started at 9 instead of 8:30

Offered granola bars and water bottles for anyone who wanted

Did this for outreach teams and signage

Moved to Boardwalk

Had about the same number of staff, more spread out

Sign was at front of canopy (used "flu" and "pneumonia")

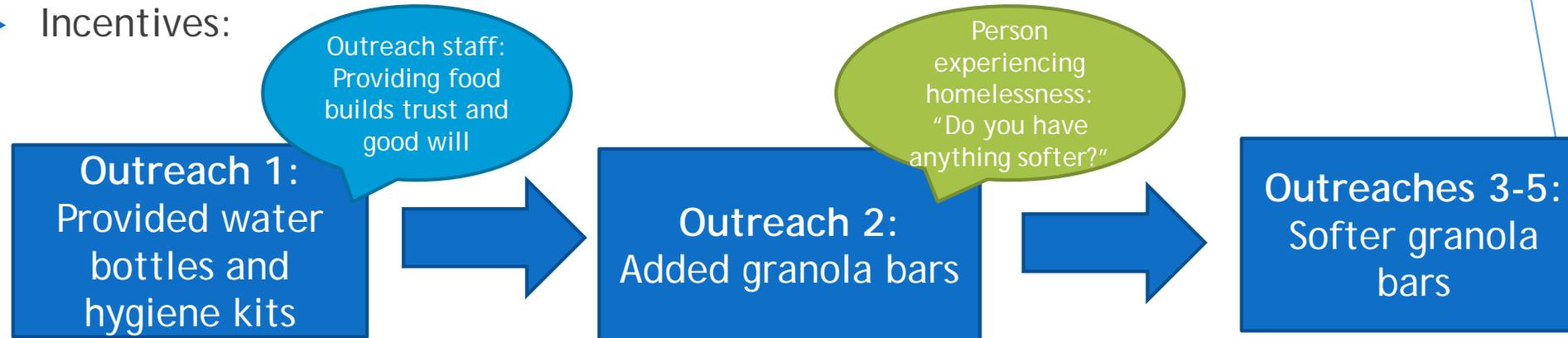
Vaccination Outreaches by the Numbers

Month	Location	Vaccinations Offered	Individuals	Doses
September 2019	3 rd and Rose	Pneumonia Hep A	7	10
October 2019	Boardwalk	Pneumonia Flu	14	24
November 2019	Homeless Service Center	Hep A Flu	15	19
January 2020	Boardwalk	Hep A Flu	11	17
February 2020	Boardwalk	Flu Pneumonia Tdap Hep A	8	21
TOTAL:			55	91

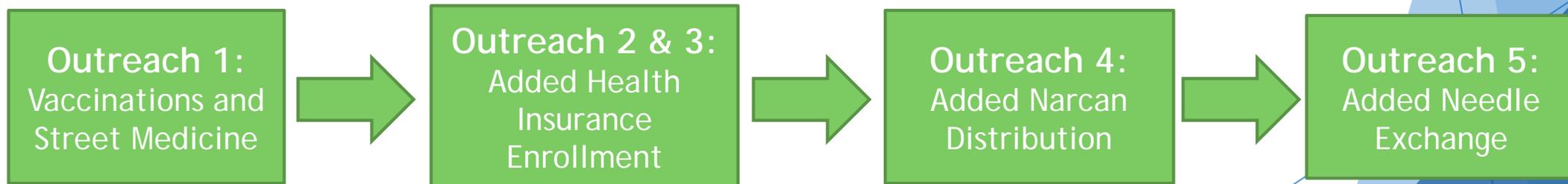
Summary of Adjustments

- ▶ Total 5 outreaches (September, October, November, January, February)

- ▶ Incentives:



- ▶ Services Offered:



Two Surveys - Received vs. Declined Vaccination

Survey ID #: _____
Date: _____


Field Vaccination Outreach in Venice - Service Planning Area 5

VACCINATION SURVEY

We are from the Los Angeles County Department of Public Health. Today, we are offering vaccinations that can help prevent the spread of communicable diseases. We are asking for just five minutes of your time to answer a short 11-question confidential survey about vaccinations. Your participation is voluntary and appreciated.

1) Which vaccination(s) are you receiving today?

Vaccination	Yes	No	Not Sure
a) Hepatitis A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Pneumococcal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Influenza (Flu)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Tdap (tetanus/diphtheria/pertussis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2) Which vaccination(s) have you received in the past?

Vaccination	Yes	No	Not Sure
a) Hepatitis A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Pneumococcal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Influenza (Flu)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Tdap (tetanus/diphtheria/pertussis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3) Have you received any vaccines in the past 4 weeks, not including today?
 Yes No I don't know

4) Do you have any long-term or chronic health problems including: heart disease, lung disease, asthma, kidney disease, diabetes, HIV/AIDS, cancer or some other metabolic disease, blood disorder or weakened immune system?
 Yes No I don't know

5) When was the last time you saw a doctor or medical provider?
 Less than 30 days ago 1 to 3 months ago 4 to 6 months ago
 7 to 12 months ago Over 1 year ago I don't know

6) Which gender do you most identify with (Check one)?
 Male Female Transgender Male Transgender Female
 Gender Non-Conforming/Non-Binary Other Prefer not to say

7) What is your age in years?
 18-29 30-39 40-49 50-59 60-64 65 or older

GO TO NEXT PAGE

1 of 2

Survey ID #: _____
Date: _____


Field Vaccination Outreach in Venice - Service Planning Area 5

8) Which races or ethnicities do you identify with? (Check all that apply)
 Asian Hispanic/Latino White Black/African American
 Native Hawaiian/Pacific Islander American Indian/Alaskan Native
 Other (please specify): _____

9) What type of health insurance coverage do you have? (Check all that apply)
 No insurance Medicare Medi-Cal/Medicaid
 Private Insurance (ex. Anthem Blue Cross, Kaiser Permanente)
 I don't know
 Other Insurance: _____

10) Where do you sleep most frequently? (Check one)
 Shelters Transitional Housing Car/Van/RV Outdoors
 Other (please specify): _____

11) How long has it been since you lived in permanent, stable housing?
 In the past month 1 to 3 months ago 3 to 6 months ago 6 to 12 months ago
 Over 1 year ago I don't know

Comments? Please use the space below to share any feedback about this topic or survey.

Thank you again for your participation. Have a great day!

STOP

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Two Surveys – Received vs. Declined Vaccination

Survey ID #: _____
Date: _____


Field Vaccination Outreach in Venice - Service Planning Area 5

DECLINED VACCINE SURVEY

We are from the Los Angeles County Department of Public Health. Today, we are offering vaccinations that can help prevent the spread of communicable diseases. We are asking for just five minutes of your time to answer a short 11-question confidential survey about vaccinations. Your participation is voluntary and appreciated.

1) Why are you choosing to not get vaccinated today? *(Check all that apply)*

I don't need it since I don't get sick I have already received the vaccination(s) offered today
 I have had a bad experience with a vaccination in the past (e.g., swollen arm, got sick afterwards)
 I don't like getting shots I don't think that vaccines are safe
 I don't trust nurses, doctors, or other health professionals about vaccinations
 I have a health condition that prevents me from getting vaccinations (i.e., immunosuppressed, allergies)
 I am concerned about the possible side effects (i.e., getting sick from a vaccination)
 Other: _____

2) Which vaccination(s) have you received in the past?

Vaccination	Yes	No	Not Sure
a) Hepatitis A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Pneumococcal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Influenza (Flu)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Tdap (tetanus/diphtheria/pertussis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3) Have you received any vaccines in the past 4 weeks, not including today?
 Yes No I don't know

4) Do you have any long-term or chronic health problems including: heart disease, lung disease, asthma, kidney disease, diabetes, HIV/AIDS, cancer or some other metabolic disease, blood disorder or weakened immune system?
 Yes No I don't know

5) When was the last time you saw a doctor or medical provider?
 Less than 30 days ago 1 to 3 months ago 4 to 6 months ago
 7 to 12 months ago Over 1 year ago I don't know

6) Which gender do you most identify with (Check one)?
 Male Female Transgender Male Transgender Female
 Gender Non-Conforming/Non-Binary Other Prefer not to say

7) What is your age in years?
 18-29 30-39 40-49 50-59 60-64 65 or older

GO TO NEXT PAGE

1 of 2

Survey ID #: _____
Date: _____


Field Vaccination Outreach in Venice - Service Planning Area 5

8) Which races or ethnicities do you identify with? *(Check all that apply)*
 Asian Hispanic/Latino White Black/African American
 Native Hawaiian/Pacific Islander American Indian/Alaskan Native
 Other (please specify): _____

9) What type of health insurance coverage do you have? *(Check all that apply)*
 No insurance Medicare Medi-Cal/Medicaid
 Private Insurance (ex. Anthem Blue Cross, Kaiser Permanente)
 I don't know
 Other Insurance: _____

10) Where do you sleep most frequently? *(Check one)*
 Shelters Transitional Housing Car/Van/RV Outdoors
 Other (please specify): _____

11) How long has it been since you lived in permanent, stable housing?
 In the past month 1 to 3 months ago 3 to 6 months ago 6 to 12 months ago
 Over 1 year ago I don't know

Comments? Please use the space below to share any feedback about this topic or survey.

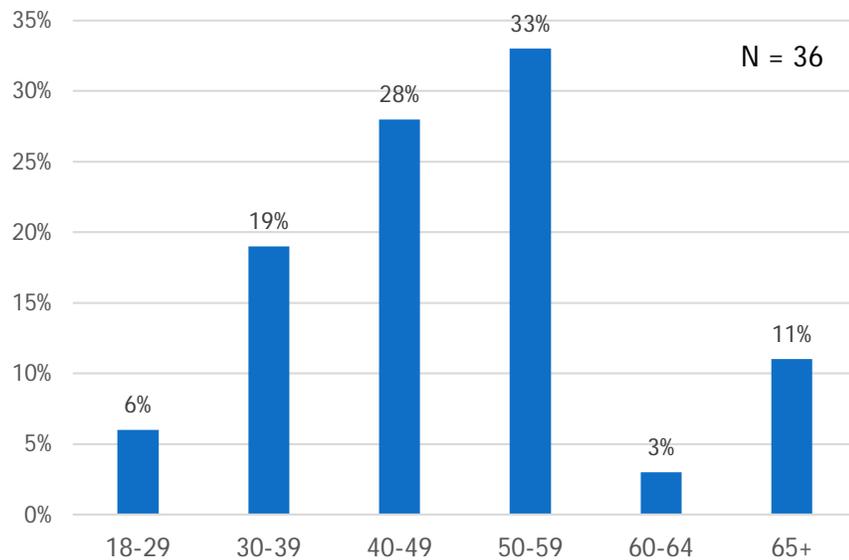
Thank you again for your participation. Have a great day!

2 of 2

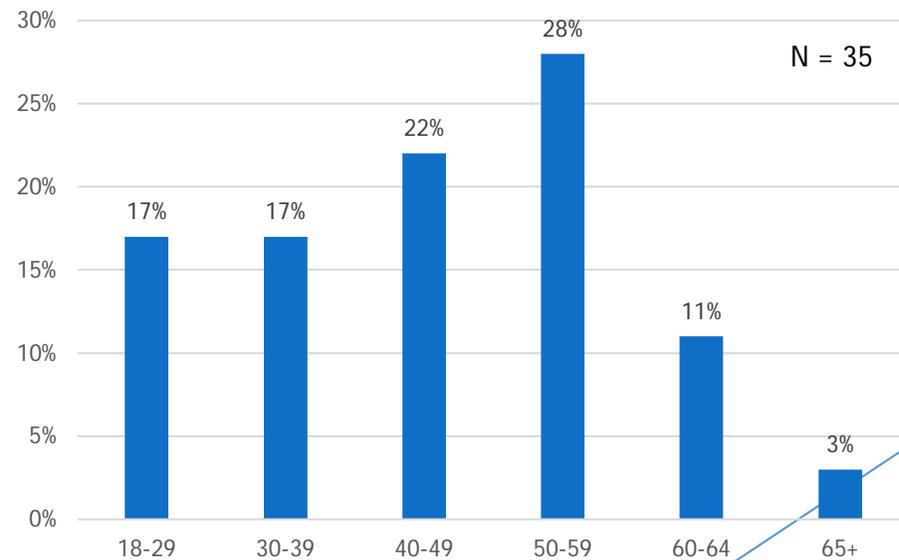
Survey Results

- ▶ Over 5 months, 55 people were vaccinated
- ▶ 36/55 responded to vaccination survey (75% response rate)
- ▶ 36/40 of those who declined vaccination responded to the survey (90% response rate)

Age Range for Received Vaccination

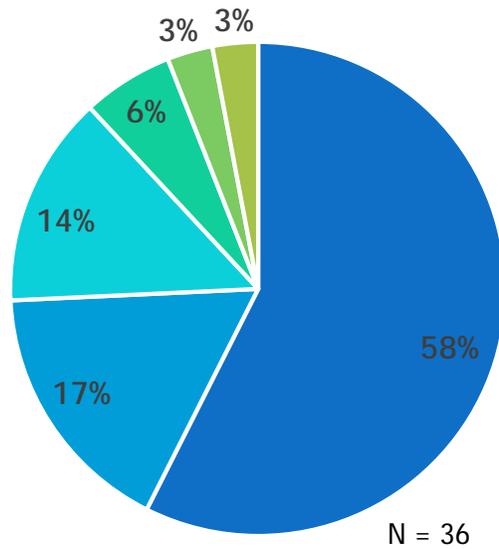


Age Range for Declined Vaccination



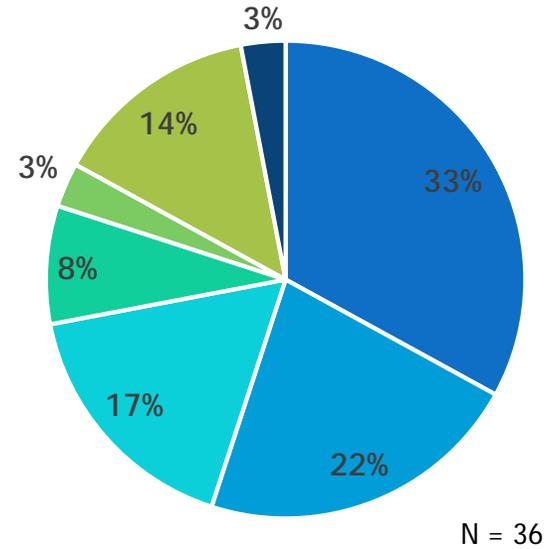
Survey Results - Race/Ethnicity

Received Vaccination



- White
- Black/African American
- Hispanic/Latino
- Multi-racial (2+)
- Native Hawaiian/Pacific Islander
- Refused

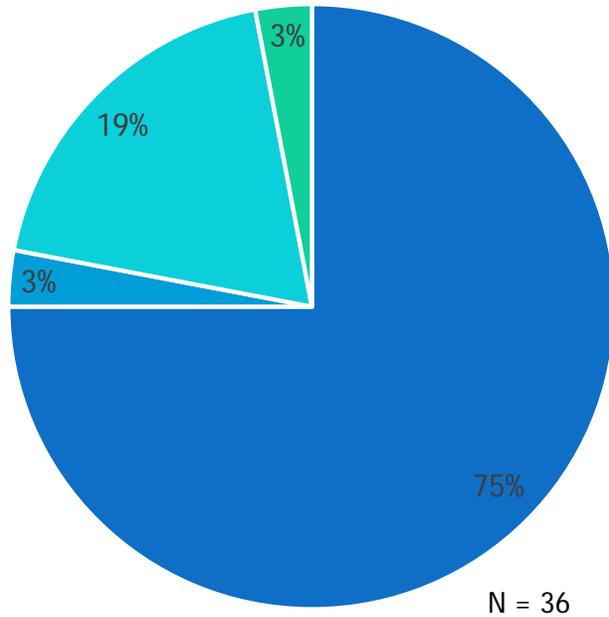
Declined Vaccination



- White
- Black/African American
- Hispanic/Latino
- Multi-racial (2+)
- American Indian/Alaska Native
- Refused
- No Response

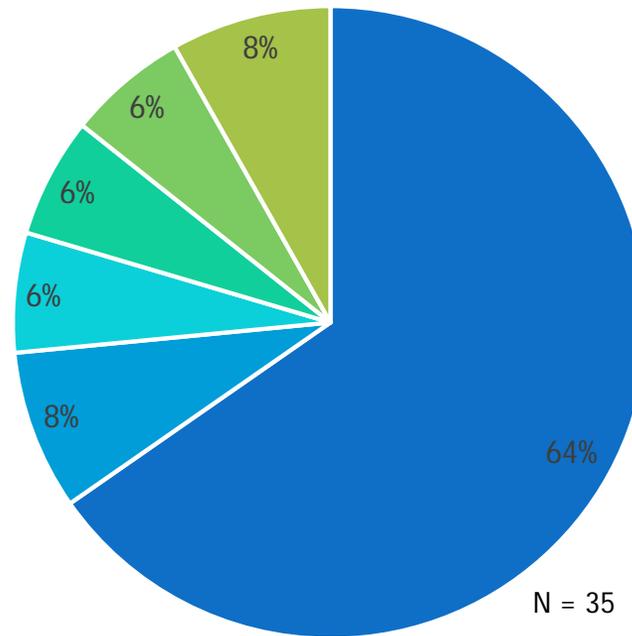
Survey Results - Insurance Status

Received Vaccination



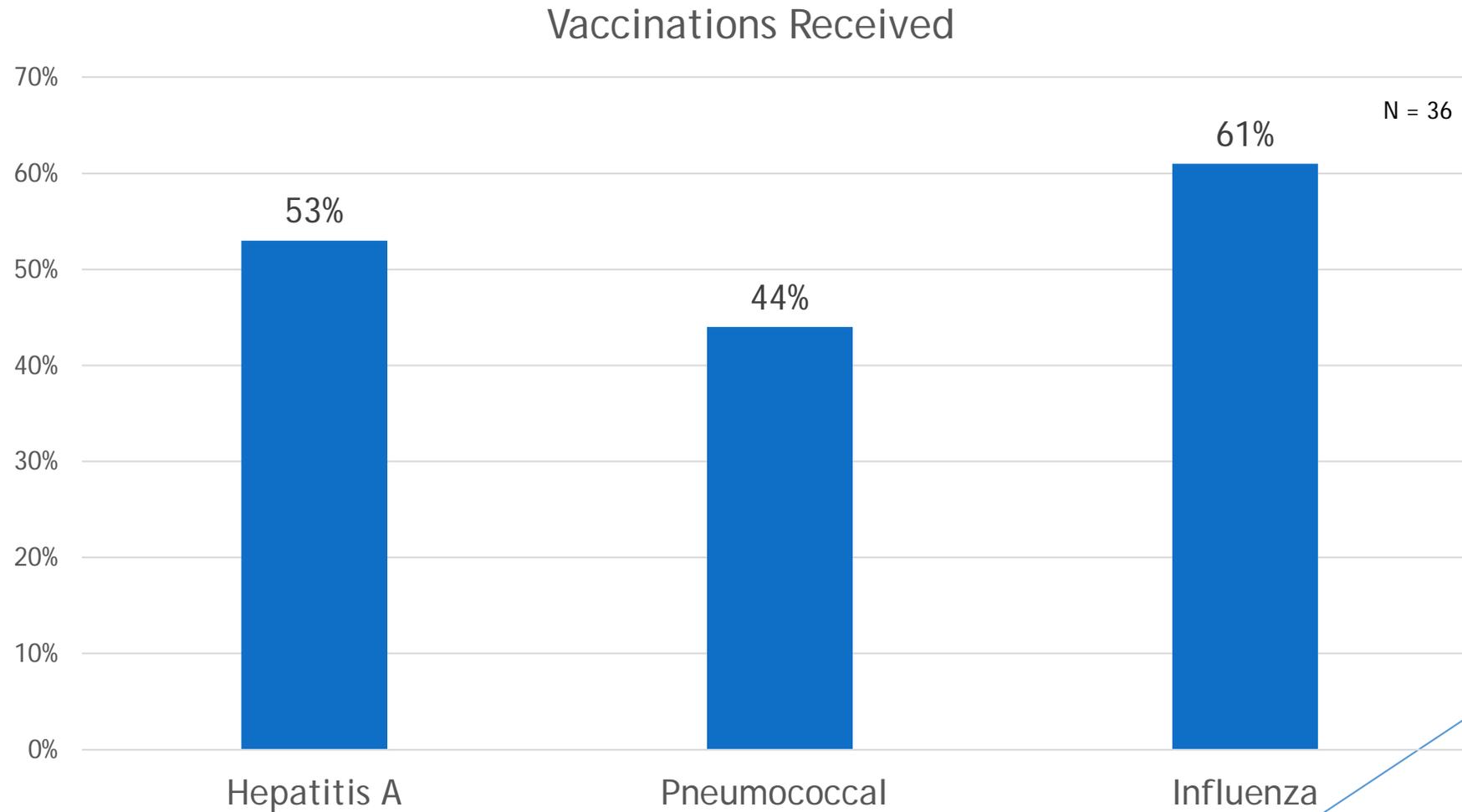
- Medi-Cal/Medicaid
- Medicare
- No Insurance
- Other Insurance

Declined Vaccination



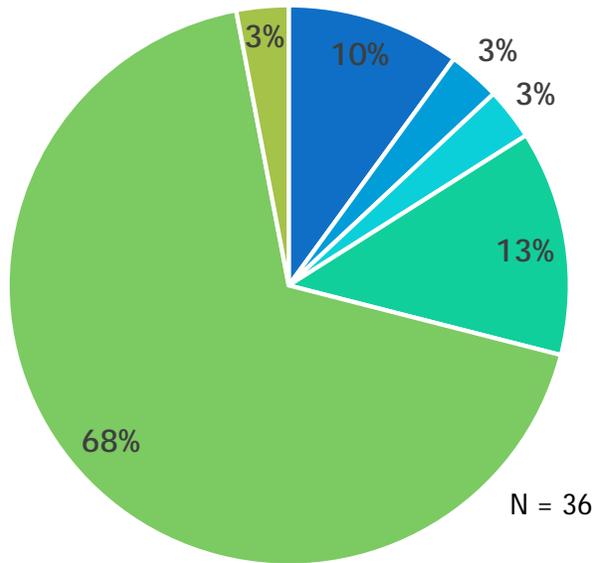
- Medi-Cal/Medicaid
- Medicare
- Private Insurance
- Other Insurance
- No Insurance
- Don't know

Survey Results - Vaccinations Received

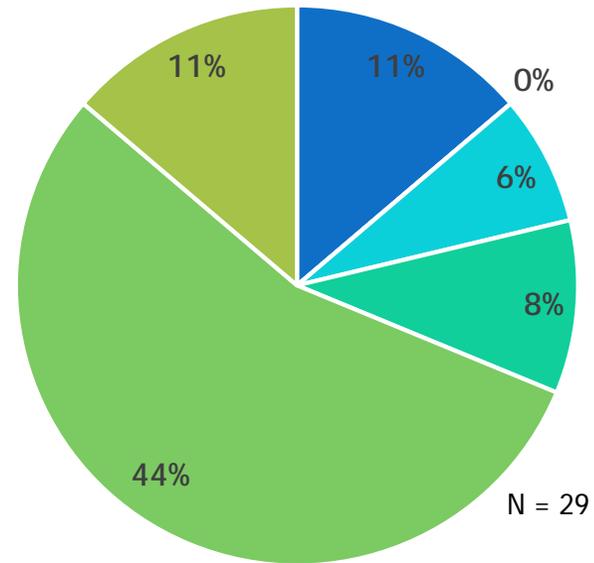


Survey Results - How long has it been since you've lived in permanent, stable housing?

Received Vaccination



Declined Vaccination

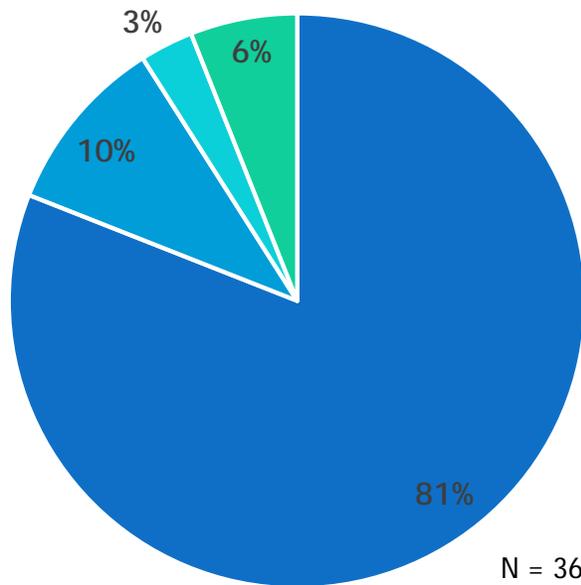


- Past month
- 1-3 months
- 3-6 months
- 7-12 months
- More than a year
- Don't know

- Past month
- 1-3 months
- 3-6 months
- 7-12 months
- More than a year
- Don't know

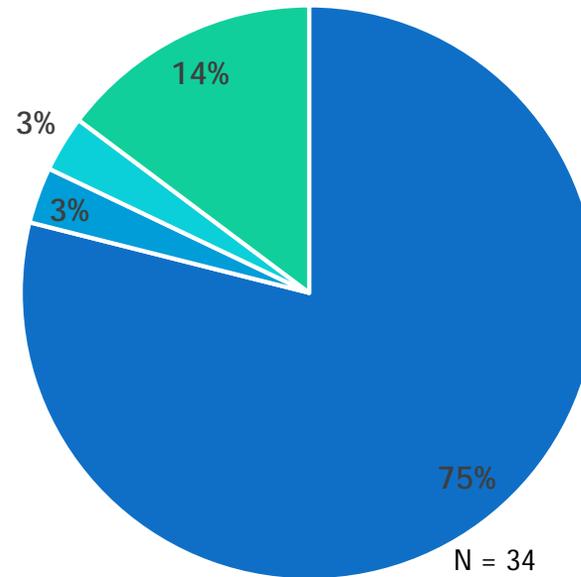
Survey Results – Where do you sleep?

Received Vaccination



■ Outdoors ■ Shelters ■ Car/Van/RV ■ Other

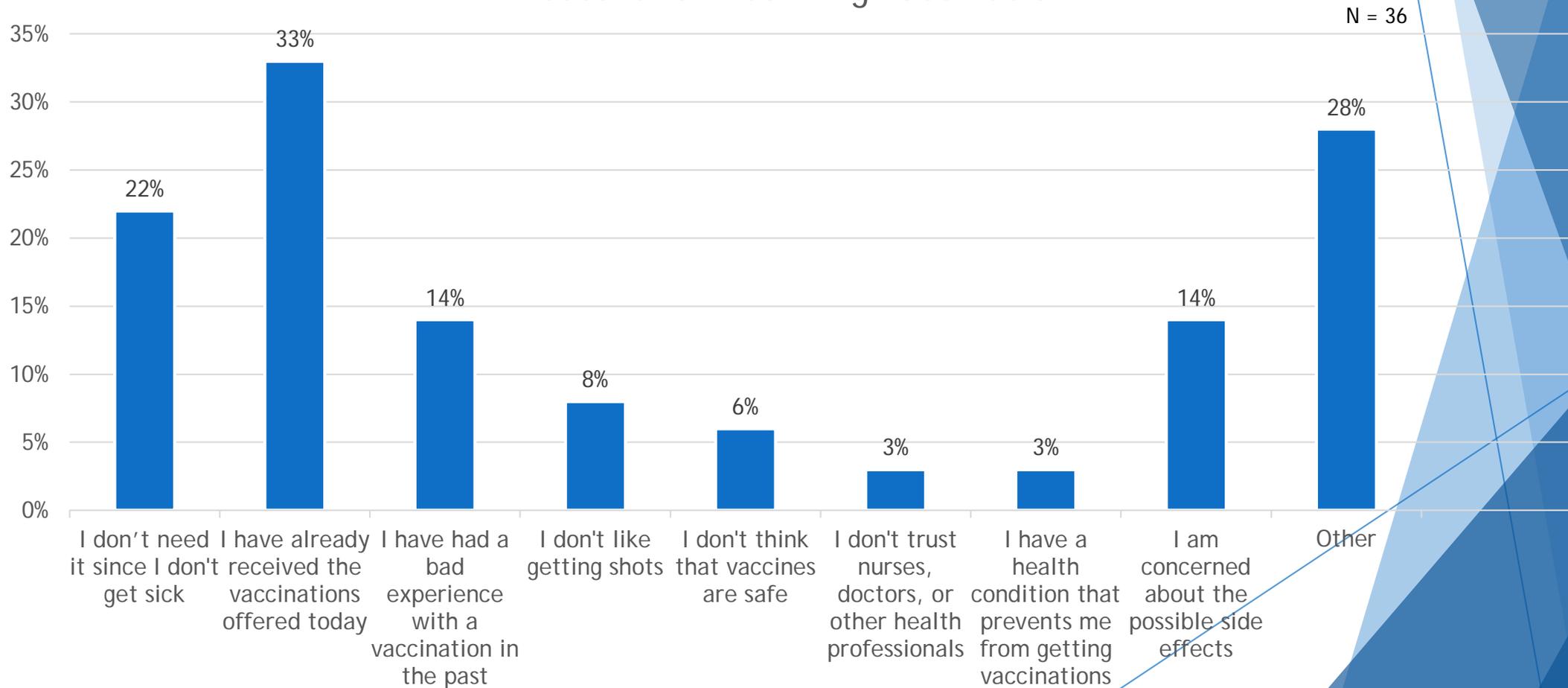
Declined Vaccination



■ Outdoors ■ Transitional Housing ■ Car/Van/RV ■ Other

Survey Results – Why are you choosing not to get vaccinated today?

Reasons for Declining Vaccination



Survey Results – Why are you choosing to not get vaccinated today?

Other:

- ▶ I don't like exposing my body to unnecessary antibodies
- ▶ I don't trust vaccinations
- ▶ I don't want to put it in my body
- ▶ Everyone I know has been very sick after vaccination (grandkids)
- ▶ I don't trust the flu shot, but trust vaccinations
- ▶ Never did, never will
- ▶ No needles

Lessons Learned & Take-Aways

- ▶ We reached people who had been homeless for over a year and live outdoors
- ▶ Those who want vaccinations are grateful
- ▶ Many are opposed; not trying to convince them
- ▶ Lack of toilets and shower services continues to be an issue
- ▶ Continued collaboration and partnership between DPH, VFC, LAHSA, St. Joseph Center is crucial to the success of this effort
- ▶ Evaluation support from DPH Epidemiology team



Next Steps

- ▶ Six-month pilot was cut short by COVID-19
- ▶ Built infrastructure to deliver public health services in the field
- ▶ Current DPH COVID-19 response includes testing at homeless encampments
- ▶ Eventually, when there is a COVID vaccine, we have systems and relationships in place to deliver it to this vulnerable group



Thank you!